



Toyota • Scion • Lexus  
TECHNICIAN DEVELOPMENT

**SHORELINE COMMUNITY COLLEGE  
TOYOTA T-TEN PROGRAM ADVISORY COMMITTEE MEETING**

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<b>PROGRAM:</b>	<b>Toyota T-TEN</b>	<b>DATE: Nov. 3, 2016</b>
<b>PLACE:</b>	<b>WSADA in Renton, WA</b>	<b>TIME: 11:00 A.M.</b>

**Present:**

Randy Jager, Foothills Toyota, Advisory Committee Chair  
Derrick Albrecht, Lexus of Bellevue  
Brian Coward, Michael's Toyota of Bellevue  
Russ McDuffie, Michael's Toyota of Bellevue  
Jason Sundet, Rodland Toyota  
Mike Harrington, Rodland Toyota  
Dave Schmitt, Titus-Will Toyota  
Jeff Harbaugh, Toyota Portland Region  
Tom Maguire, Toyota Portland Region  
Adam Fogg, Toyota Portland Region  
Erin Land, Toyota Portland Region  
Nick Heitzhausen, Toyota Portland Region  
Ryan Dawson, Toyota Portland Region  
Adam Powell, Toyota of Kirkland  
Perry Phillips, Toyota of Olympia  
John Schwartznau, Toyota of Puyallup  
Paul Lee, Toyota of Renton  
Melissa Miller, Toyota of Seattle  
Joe Smith, Wilson Motors (Toyota of Bellingham)  
Adam Yamamoto, Toyota of Seattle  
Peter Callahan, Doxon Toyota  
Jeremy Pullar, Five Star Toyota  
Carl Perryman, Five Star Toyota  
Dave Bora, Toyota Motor Sales, USA  
Kevin Booth, Toyota Motor Sales, USA

**Shoreline Community College:**

Alison Stevens, Vice President of Academic Affairs  
Guy Hamilton, Dean of Science  
Jeff Cromwell, T-TEN Instructor/Coordinator  
Kevin Roner, T-TEN Instructor/Coordinator

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## **Agenda**

- Approval of Minutes
- Selection of Co-Chair
- College Announcements
- Student Progress Updates
- T-TEN Internship Management and Responsibilities
- Region-wide Technician Certification
- Updates from Toyota Portland Region
- Adjournment

## **Opening and Introductions**

- Randy Jager, Chairperson, called the meeting to order and turned it over to the Toyota instructors, Kevin Roner and Jeff Cromwell

## **Minutes**

- Minutes from May 10, 2016 were approved as written

## **Co-Chairperson**

- Discussion of duties of the Chairperson, co-chairperson will replace current Chairperson in 2017. Russ McDuffie was nominated and received voice vote confirmation. Congratulations to Russ McDuffie

## **College Announcements**

- Dr. Alison Stevens, Vice President of Instruction
- Guy Hamilton, Dean of Science
- T-TEN is now granting credit for 151 Engine Repair

## **Cohort Updates**

- Sophomore Class (2017 Cohort)
  - 12 Students from 8 different dealerships
  - These 12 students have accumulated 21 ASE Certifications in total
  - On track to graduate in August, 2017
- Freshmen Class (2018 Cohort)
  - 13 Students from 9 different dealerships
  - These 13 Students have accumulated 15 ASE Certifications in total
  - On track to graduate in August, 2018
- Incoming Class (2019 Cohort)
  - Actively recruiting candidates from high schools, skills centers, and dealership employees
  - Recruits are sold a career path to grow within their sponsoring dealership that include classes at college and internships in dealerships

## **T-TEN Internship Process**

- Goals
  - Provide the students with “real world” hands on experience
- T-TEN Internship
  - Dealership assigns a Mentor Technician
  - Practice makes permanent
- Work Journal
  - Logs work completed
  - Kept at the dealership
  - Reviewed by the Instructor at dealership visits
  - Good versus bad work experience
- Responsibility of mentoring
- Overcoming objections
- Creating a win-win-win
  - Mentorship Pay Plan
- Manager’s review
  - Work journal
  - Coaching the Mentor
- End product
  - Certified Technicians that are a product of the dealership’s best people

## **Region-Wide Technician Certification**

- Shortage
  - Recalls
  - Back-log at the Region Training Centers
  - Service Training Specialist changes
- Professional Certification Course
  - Eight Technician Training Courses packaged as one unit
    - Delivered by Jeff Cromwell and Kevin Roner
    - 22 days of training starting in February, 2017
    - Prerequisites – 2 ASE’s and 2 years in-dealership experience
    - Space Available – 14 spots
    - Cost: 12 credits of Tuition plus associated fees total less than \$2,000.00 per Technician
  - Building the course in the college system – Master Course Outlines
    - Call for approval
    - Voice vote – approval confirmed
    - Signed by Randy Jager and Russ McDuffie as Chair and Co-Chair of the Advisory Committee
  - How does a dealership participate?
    - Sign-up list passed around. FTS’s Adam Fogg and Ryan Dawson will assist in confirming candidates
    - Roner will finalize college paperwork. Cromwell will follow up in-dealership in January. Class will launch in February

### **Toyota Updates**

- Tom Maguire, Technical Service Training Manager, Toyota Portland Region
- Jeffrey Harbaugh, Customer Services and Operations Manager, Toyota Portland Region
- Kevin Booth, T-TEN/AYES Field Manager, Toyota Motor Sales, USA

### **Adjournment**

- Meeting adjourned at 1:00 P.M.